

Form PTO 1449 (Modified)		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY DOCKET NO. PIP-75-WILL	SERIAL NO. 09/826,814
LIST OF REFERENCES CITED BY APPLICANT		APPLICANT		Eric Williams, et al.	
		FILING DATE		GROUP	
		April 6, 2001		2162	
U.S. PATENT DOCUMENTS					
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS SUB CLASS
R.A.	AA	5,930,764	7/27/99	Meilchiono et al.	
	AB	6,044,357	3/28/00	Garg	
	AC	6,334,166	12/25/01	Walter	
	AD	2001/0014868 (pub.)	8/16/01	Herz et al.	
	AE	2002/0026348 (pub.)	2/28/02	Fowler et al.	
	AF	2002/0123926 (pub.)	9/5/02	Bushold	
RECEIVED					
MAR 24 2003					
GROUP 36					
FOREIGN PATENT DOCUMENTS					
		DOCUMENT NUMBER	DATE	COUNTRY	TRANSLATION YES NO
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, etc.)					
R.P.	AG	"SAS Institute names Ceres to CRM Partnership Program" Business Wire, 13 December 1998.			
	AH	"Qualitative Marketing Software - QMSoft - Announces Centrus Customer Service Interaction Objects" Business Wire, 20 April 1999.			
	AI	International Search Report for PCT/US02/09320, International Filing Date March 27 2002, Priority Date April 6, 2001.			
Examiner <u>Rague / Ahern</u>			Date Considered <u>1/18/07</u>		
*Examiner: Initial if reference is considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.					

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